



Multicultural and Immigrant Services Association of North Vancouver Island (MISA)

The Immigrant Welcome Centre is currently accepting applications for a part-time Community Connections Assistant/Intake Assistant.

Who we are...

The Immigrant Welcome Centre specializes in immigration and support services to newcomers who are settling in Campbell River, Comox Valley, and the North Island. Also known as the Multicultural and Immigrant Services Association of North Vancouver Island (MISA), we are a registered non-profit organization established in Campbell River in 1992.

As an award winning organization, The Immigrant Welcome Centre is a respected leader in immigrant services and an active proponent for the sector. By fostering strategic partnerships and working to create welcoming, inclusive communities that attract and retain newcomers, we are an effective business partner in the communities we serve.

Who you are...

- You have an energetic and positive approach to your work.
- You have strong computer, documentation and marketing skills.
- You are self-directed and have excellent organizational and critical thinking skills.
- You genuinely enjoy building and maintaining collaborative relationships at all levels.
- You are excited about working collaboratively to achieve results with focus and flexibility.

The position...

JOB TITLE: Community Connections Assistant/Intake Assistant

WORK LOCATION: Campbell River

REPORTS TO: Community Connections Manager



WORK HOURS: Part-time 28 hours/week, Monday-Thursday

COMPENSATION:

Based on MISA Wage Grid, Level 6 Wage Range \$18.78-\$21.48
Competitive Benefits Package

POSITION SUMMARY

This position plays a key role in connecting with our communities. This person is responsible for enhancing awareness and effectiveness of programs and services through marketing, event and public relations activities. This position will also collaborate with and support other staff in these functions as well as provide assistance with intake services for clients and administrative functions as needed.

CORE COMPETENCIES

- Attention to Communication
- Excellent Communication Skills
- Technical Expertise
- Thoroughness
- Personal Credibility
- Flexibility

KEY DUTIES AND RESPONSIBILITIES

Community Connections

- Collaborate in the development of strategic marketing plans for IWC and for the Welcoming Communities Coalition that leverage existing and new markets.
- Execute identified marketing activities, including: market research, consumer research, brand positioning, viral advertising, public relations, promotion, website, event marketing & sponsorship.
- Analyze marketing campaigns and activities for effectiveness.
- Maintain and jointly communicate the essence of the brand through marketing, online presence and printed materials.



- Update website as needed, review regularly to assure that information is up to date and relevant for clients.
- Oversee and implement all social media tools to update the community, clients and region of services and activities.
- Prepare regular communications including social media posts, newsletters, media releases, brochures, info sheets etc.
- Support staff in other roles to prepare relevant communications
- Maintain partner and emailing lists in accordance with CASL using CRM software (Keela).
- Assist with the coordination of community events and/or participation in community events on behalf of IWC and Welcoming Communities Coalition.
- Implement tools that increase staff engagement with updating information so all media, website, social media updates and event calendars are correct and relevant.

Administration

- Assist with administrative functions for the Welcoming Communities Coalition.
- Assist with other front office administration as needed.
- Assist in maintaining the organization's filing system and storing important information with established office conventions.
- Maintain all confidential information.

Intake

- Ensure a welcoming environment for all clients by providing services in accessible language and communicating when language is a barrier.
- Book client appointments and assist in maintaining staff calendars communicating staff schedules, and client needs.
- Maintain pertinent client Intake information and documentation at the front desk (Intake forms, release forms etc.)
- Assist in the collection of client Intake information utilizing pertinent documentation.
- Maintain organizational and settlement information at the front desk (intake forms, brochures and booklets in multiple languages and staff business cards, etc.) and provide clients with relevant information as needed.
- Maintain front office area in a tidy, professional manner.
- Maintain all confidential information.

**Other Responsibilities:**

- Participate in staff meetings and attend the Annual General Meeting.
- Participate as a member of the Administration Team.
- Follow MISA's policies and administrative procedures.
- Perform other duties as assigned.

QUALIFICATIONS:**Required**

Post secondary training in marketing or a related field, or equivalent combination of education and experience.

- High understanding of social media and website maintenance.
- Understanding of the dynamics and ability to deal with and represent a non-profit organization in a positive and supportive fashion.
- Knowledge of community resources and experience working with community agencies.
- Experience in office administration and customer service.
- Demonstrated ability to be self-directed and well organized.
- Fluency in English – (fluency in other languages a valuable asset.)
- Proficient in Microsoft Office programs.
- Exceptional time management and organizational skills.
- Excellent cross-cultural communication and interpersonal skills.
- Knowledge and experience maintaining confidentiality, appropriate boundaries.
- The worker must be able to work flexible hours to accommodate sessions and meetings outside of typical office hours, and emergency situations.
- The worker must have a valid BC driver's license and reliable transportation.
- The worker must have a satisfactory vulnerable sector criminal record check.
- The worker will follow the code of ethics and mission statement of MISA.

Preferred Skills, Knowledge and Experience

- 2 years working within a not for profit environment.
- Understanding of strategic concepts and tools.

This position description is meant to be thorough, but it is not exhaustive. Therefore, other duties and responsibilities will be assigned from time to time.



Additionally, it will be required, at times, to work outside normal working hours and / or outside the organization's facilities depending on the schedule of workshops, activities and events.

How to apply...

Applications must include a **cover letter** and **resume** detailing how you meet the requirements of this position and why you want to join the Immigrant Welcome Centre team. Incomplete applications will not be accepted.

Please submit applications to deborah.hall@immigrantwelcome.ca by 5:00 p.m. on Tuesday, October 26, 2021, however application deadline may be extended if a suitable candidate has not been found.

Thank you for your interest in joining our team. Please note we do not accept phone calls and only those candidates that are chosen to move on in the hiring process will be contacted. Good Luck!